

## STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON

## CASE MANAGEMENT SERVICES

## A. Targeted Population:

Title XIX eligible individuals who:

- (1) Are Limited English Speaking (LES); and
- (2) Are 16 years of age and over; and
- (3) Are refugees or immigrants who lack English proficiency, are unable to access information or obtain assistance, or a job in order to become economically independent; and
- (4) Require services from multiple health/social service providers; and
- (5) Are unable to obtain the required health/social services for themselves; and
- (6) Do not have family or friends who are able and willing to provide the necessary assistance.

16 to 18 year old clients will only be served if these services are not available through the public school system and or the Superintendent of Public Instruction Office.

## B. Areas of State in which services will be provided:

☒ Entire State

This service will be offered on a statewide basis.

☐ Only in the following geographic areas (authority of section 1915(g)(1)) of the Act is invoked to provide services less than Statewide:

## STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON

(Case Management, LES, cont)

## C. Comparability of Services:

    Services are provided in accordance with section 1902 (a) (10) (B) of the Act.

  X   Services are not comparable in amount, duration, and scope. Authority of section 1915(g)(1) of the Act is invoked to provide services without regard to the requirements of section 1902 (a)(10)(B) of the Act.

## D. Definition of Service:

Case Management services for limited English speaking clients is an ongoing process designed to assist eligible recipient (s) to obtain and effectively utilize necessary medical, social, educational and other services. Under this plan the Division of Refugee Assistance (DORA) will offer two levels of case management services (1) barriers removal (i.e., assessment, planning and follow-up) and (2) intensive self-sufficiency services and supportive services.

**Core Functions:**

1. *Comprehensive Assessment and follow up-* This service includes an intake interview and assessment of client's needs for medical, educational, social and other related services deemed appropriate by the case manager. The case manager will prepare a detailed plan of services needed to help the client overcome barriers to self-sufficiency. The focus of this service is client referral and access to needed services. Follow-up on this plan is essential to insure that appropriate services are received.
2. *Self-Sufficiency Service:* This service is provided to inform each client about, and gain access to, needed services, such as health, social and educational opportunities (English as a Second Language (ESL), Vocational Training, etc. ). Access to services is accomplished by setting, on an individual basis, personal goals for self-sufficiency, and designing realistic plans for the individual client related to access to specific services.

## STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON

(Case Management, LES, cont)

Providers will also establish linkages with other organizations to assist the clients with accessing health, social, and education needs.

**Support Function:**

**Client Advocacy:** Intervene with agencies or persons to help individual clients receive appropriate benefits or services.

## E. Qualification of Providers:

Case management services will be provided through contracts between the Medicaid agency and any provider meeting the below specified qualifications:

1. Case Management Agencies:
  - a. Must be a social service agency, employing staff with case management qualifications.
  - b. Must be able to provide referral services and demonstrate linkages and referral ability with essential social and health service agencies.
  - c. Have a minimum of one year experience in assisting low income families obtain medical, employment training, and other related social service.
2. Case Managers must meet the following requirements for education and experience:
  - a. A Bachelor's Degree in social services or an allied field and **one year** of social service experience with refugees and immigrants. **Two years** of social service experience or providing case management services to refugee families may be substituted for two years of the required education.

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State WASHINGTON

(Case Management, LES, cont)

- b. Preferably be bilingual (read, write and speak fluently in the client's native language) and/or bicultural (have in-depth knowledge of the client's culture).
- F. The State assures that the provision of case management services will not restrict an individual's free choice of providers in violation of Section 1902(a)(23) of the Act.
  - 1. Eligible recipients will have free choice of the providers of case management services.
  - 2. Eligible recipients will have free choice of the providers of other medical care under the plan.
  - 3. Eligible clients will have the option to participate in the services offered under this plan.
- G. Payment for case management services under the plan will not duplicate payments made to public agencies or private entities under other program authorities for this same purpose.